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**To:** Microsoft ATR  
**Date:** 1/16/02 1:16pm  
**Subject:** Microsoft Settlement

The best strength of Microsoft is that despite occasional missteps it methodically plods toward excellence and is more adept at it than most of its competitors. Microsoft has offered solid products at reasonable prices for many years. Microsoft seldom makes protracted missteps and I have confidence that their products will be there for me in the future. Some of Microsoft's competitors have tried to use the courts to undo their failures in the marketplace. It is the end users who ultimately decide who wins based on how a product fulfills their individual value system (features price service etc.). Microsoft does well because it is focused on satisfying end user value systems. Remaining competitively focused is a requirement (not an option) for any company to maintain end user allegiance in the information technology marketplace. It is time for Microsoft's competitors to stop trying to maintain or acquire market share via the courts. If they want to compete for the hearts and minds of the consumer they must do it with attention to their own products.